

Microsoft Conversational Computing Fact Sheet December 2016

Developer, Tools and Cloud

- 67,000+ developers are using [Microsoft's Bot Framework](#), which was launched last April at our //Build conference and provides developers with everything they need to build and connect intelligent bots.
- [Microsoft Cognitive Services](#) is a collection of 25 intelligence APIs that allow systems to see, hear, speak, understand and interpret our needs. We launched these at //Build last April and since then we have had more than a billion API calls to these intelligent APIs.
- [Microsoft Cognitive Toolkit](#) (formerly CNTK), our open source, deep learning toolkit is optimized for training AI applications including speech, vision and text, and is one of the most popular deep learning projects on GitHub.
- Speech Recognition Record: Using the Cognitive Toolkit, Microsoft researchers [reported](#) in late October a word error rate (WER) of 5.9 percent, down from the 6.3 percent WER the team shared in September.
- Image Recognition Award: Microsoft researchers [beat the human benchmark](#) of 5.1% errors with a 4.94% error rate using a convolutional neural network in the December 2015 ImageNet Large Scale Visual Recognition Challenge.
- We are building the world's [Azure is the world's first AI supercomputer](#) using FPGAs running in the Microsoft Cloud. Using a single node of the FPGA fabric, we can translate *War and Peace*, all 1440 pages, from Russian to English in just two and a half seconds.

Cortana and Skype

- There have been 17 billion questions asked of Cortana, an agent that has over 145 million active users today. Furthermore, there have been 3.5 billion web searches via Cortana since the launch of Windows 10.
- With hundreds of millions of connected users and over 3 billion minutes of calls per day, Skype is one of the most popular places for conversation.
- Some of the top Skype bots include HipMunk, Skyscanner, StubHub and IFTTT.

Chatbots: Xiaoice/Rinna/ Zo

- When Xiaoice was released in China on WeChat in May 2014, she received 1.5 million chat group invitations in the first 72 hours.
- Xiaoice has approximately 40 million users who average 23 conversation turns per session (nearly 10x the industry average).
- Xiaoice is the top brand of AI in China, a top celebrity on Weibo (China's Twitter) and an anchor for Dragon TV's Good Morning Program.
- Rinna was launched in Japan in July 2015 and has had conversations with 20% of Japan's population with an average 21 conversation turns per session.
- Zo was launched in the U.S. on Kik in October 2016 and has more than 115,000 users.
- Nearly 5,000 users have had an hour-long conversation with Zo.
- Zo holds Microsoft's longest continual chatbot conversation of 1229 turns lasting 9 hours and 53 minutes.